

SHARED VALUES BEHAVIOR EXAMPLES

Managers

- My focus this year has been to become more aware of and encouraging of diversity on my team. Through open-mindedness and transparency, I foster a welcoming environment where employees feel comfortable expressing viewpoints that may be different than mine.
- This year I had the opportunity to build upon my practices of Quality, Integrity, Diversity, Access, and Innovation/Entrepreneurship. Before implementing a new process to enter incoming student information, I formed a focus group comprised of immediate team members and key stakeholders in order to discuss the strengths/weaknesses of our current process and brainstormed ideas to improve without requiring additional funds. I encouraged one of my direct reports to serve as the team lead for developing, drafting, and implementing the new process with the help of the focus group. After implementation, with my guidance, she evaluated the new process and together we determined slight changes to the new process.
- In order to be a better steward of the Quality, Integrity, Diversity, and Access values, I routinely establish relationships with faculty and professional staff members from different departments across the University to gain a better understanding of how programs/processes affect others.
- Earlier this year I recognized that I needed to strengthen my performance in regard to the Diversity and Stewardship values in respect to my role within Student Life. In order to discuss and share current topics, issues, and lessons learned related to Student Life, I formed a group of like-positioned professionals from colleges/universities throughout the city. This group has allowed me to establish relationships with other universities, creating a network of peers from whom I can learn and further enhance my knowledge of Student Life in order to provide a positive student experience.

Non-Managers

- This year I focused on my contributions to the Stewardship and Innovation/Entrepreneurship values. After department ordering responsibilities were transferred to me, I realized that one of our biggest expenses was the purchase of new toner cartridges. I reached out to a fellow administrative assistant regarding their toner cartridge purchases, and he informed me of a recycling program that offers toner cartridges at a discount. Switching to the new program has reduced our year expenditures for toner by 20%. (Stewardship, Innovation/Entrepreneurship)
- I was able to build upon my contributions to the Quality value this year. When a colleague unexpectedly went out on FMLA in February, I assumed her critical job responsibilities without having to be asked to ensure that there weren't any gaps in service for patients.
- I constantly strive to embody the Access value to support our students' academic experience by providing professional and timely assistance to students with financial aid issues, implementing creative solutions when an obvious solution isn't available.
- This year I was able to focus on the Access, Integrity, and Diversity values by routinely altering my schedule (come in early/stay late) to better accommodate all facets of students/customers, such as students on co-op in other countries, colleagues on Sacramento campus, and students who have limited availability due to working full time during the day.